

Member Handbook Update

Please read this with care and keep it with your member handbook. The changes described are effective December 1, 2024.

The following new section is added to the handbook:

What are behavioral health in-lieu-of services and settings?

We work with your providers to help ensure you receive high-quality, medically appropriate, and effective care. If you need treatment for a mental health condition or a substance use disorder, we may offer you an option instead of an inpatient stay in a hospital. Wellpoint may offer Partial Hospitalization Services or Intensive Outpatient Program (IOP) Services to eligible members when it is medically appropriate and cost-effective. For members ages 21-64, Wellpoint may offer up to 15 calendar days per month of inpatient services at an Institution of Mental Disease (IMD) in lieu of an acute care inpatient hospital setting to treat acute psychiatric conditions. Acceptance of any treatment option offered to you is your choice.

You or your provider can also ask for these in-lieu-of services and settings. Your provider can request them by contacting Provider Services, and you can request them by calling Member Services or your service coordinator.

Partial Hospitalization Services provide a structured day program of outpatient behavioral health services. These services resemble highly structured, short-term hospital inpatient programs. The treatment level is more intense than outpatient day treatment or psychosocial rehabilitation.

IOP Services are organized non-residential services providing structured group and individual therapy, educational services, and life skills training. They consist of at least 10 hours per week for four to 12 weeks, but less than 24 hours per day.

Do you have questions? Call Member Services toll free at **833-731-2160 (TTY 711)**, Monday through Friday from 7 a.m. to 6 p.m. Central time. STAR Kids members, call **844-756-4600 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Central time.

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